

**Department of Human Services
Budget Section
Senator Gary Lee, Chairman
June 27, 2016**

Chairman Lee, members of the Budget Section, I am Jenny Witham, Director of Information Technology Services for the Department of Human Services (DHS). I appear before you to provide an update on the functionality of the ND Health Enterprise Medicaid Management Information System (MMIS) including the status of payments to providers and reporting capabilities.

The MMIS implementation is in the ninth month of operations. Thirty-seven provider payment cycles have been completed and over 3.2 million claims have been received and processed.

Enhanced reporting capabilities include real-time monitoring of workload assignments that enable claims adjudication efficiencies. With improved optical character reading and real time validations, the manual processes inherent in paper claims have been optimized. DHS has seen an overall decrease in the number of paper claims submitted as providers are utilizing the ability to submit claims through the web portal. Additional benefits for the providers include the ability to check their claims status online, rebill immediately, adjust claims through the web portal, and online remittance advice.

DHS is continuing to work with Xerox on outstanding issues that are affecting provider payment. We are resolving known system issues related to Primary Care Provider referrals, recipient liability, member

eligibility, and mass adjustments. Each of these issues has a resolution that is scheduled for deployment over the next few months.

If you have any questions, I would be happy to address them at this time.